



## POSITION DESCRIPTION

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### Mātanga Whakairo Rākau - NZMACI

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Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

### CONTEXT

It is always imperative that manuhiri remain a central focus - without manuhiri, Te Puia - the home of the NZ Māori Arts and Crafts Institute would not be able to operate successfully.

## TE PUIA VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

## TE PUIA VALUES

Manaakitanga - Whanaungatanga - Kaitiakitanga

## TE PUIA PRINCIPLES

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction.
<i>Integrity:</i>	Understanding our manuhiri and what they want. Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

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### **Position reports to:**

Tumu Whakairo Rākau

### **Direct reports to position:**

Nil

### **Key Relationships (Internal):**

GM NZMACI, Āhua Gallery Manager, Ngā Tohunga Whakairo Rākau, Tumu me ngā Pouako o Ngā Wānanga, Wānanga Administrator, Commercial Business Manager, Te Puia SMT.

### **Key Relationships (External):**

Stakeholders and manuhiri

### **Purpose of position**

- To provide specialist carving expertise in the realisation of the organisation's values, vision, mission, strategic goals, and business plans.
- To deliver high quality, highly engaging and positive visitor experience to manuhiri.

### **Primary Duties & Responsibilities**

- To produce resources as directed by the Tumu Whakairo Rākau.
- To provide manaakitanga to manuhiri, and consideration of the visitor experience.
- To create high quality carved taonga that generate commercial returns, and which add value to the visitor experience, the whare restoration programme or onsite restoration projects, as directed and within agreed timeframes.

- To assist in the Whare restoration programme, as well as other cultural projects of significance.
- To assist in on-site restoration.
- To undertake any other responsibilities or duties as may be assigned by NZMACI management.
- To assist in maintaining a high level of Health and Safety practices within Te Wānanga Whakairo Rākau o Aotearoa and greater Wānanga facilities.

### **Key Role Outcomes**

- Constantly striving for excellence.
- Excellent application of all skills, knowledge and resources enabling all activities to be accomplished within time, quality and financial goals and objectives.
- Completes artworks to specifications and within agreed timeframes.
- Participate in approved promotional activities.
- At all times, be available to meet the needs of the business, either from a cultural perspective or customer service perspective.
- Flexibility to undertake a number of tasks and functions across the organisation from time to time, as directed.

### **Person Specifications**

- Is kaupapa driven – recognises the privileged space that this role has and gives back to the kaupapa by going the extra mile.
- Technical skill/knowledge - demonstrates a high level of understanding and skill in whakairo rākau.
- Acknowledged by peers as skilled in the field of whakairo rākau.
- Knowledge of current manuhiri experiences and services at NZMACI | Te Puia and of the Whakarewarewa geothermal reserve and its flora / fauna.
- Knowledge of traditional Māori art, craft, culture, and origins within the tourism context.
- Respects other ethnic cultures and values.
- Physically fit and able to meet the demands of the role.
- Ability to multi-task and produce required outcomes in a timely manner.
- The ability to speak to visitors at a level of understanding that is understandable from a manuhiri experience perspective but also from a uniquely Maori educational way, i.e. when using Maori words, explain the English meaning, or concept of it.
- Demonstrates good time management skills. Is punctual and highly productive.
- Basic Knowledge in Te Reo Māori and the ability to greet all manuhiri in Māori with confidence.
- Knowledge of Te Reo Māori me ōna tikanga, with an ability to conceptualise and apply these skills across NZMACI | Te Puia activities as appropriate.
- Hard working, consistent and professional individual.
- Good communication (written and oral) skills and abilities.
- Knowledge of Institute and Te Puia's history and its future activities or aspirations.
- Exceptional standard of personal presentation and hygiene at all times.

**Other Specifications:**

- *Creativity:* Develops innovative solutions to work related problems; identifies potential opportunities and ways to capitalize on them.
- *Relations with Others:* Is pleasant, cooperative, and gets along well with others. Keeps manager informed, reports problems promptly, and seeks guidance when needed. Develops and maintains a network of personal contacts within the organisation.
- *Self Confidence:* Asserts own point of view, even when it differs from others (e.g. manager's), shows confidence in own skills and capacity to complete tasks; seeks necessary resources for self and/or staff to work effectively.
- *Flexibility:* Adapts approach to fit with changing conditions, tasks, responsibilities, or people
- *Customer Service Orientation:* Is courteous, patient, pleasant, and helpful with customers; shows understanding for customers' concerns; takes actions to accommodate customer needs whenever possible.
- *Sensitivity:* Demonstrates an awareness of others' concerns, interests, and positions, and takes into consideration the impact that decisions and plans are likely to have on them.
- *Stability:* Performs stably while under pressure or in a changing work environment. Reliable.
- *Technical Skill/Knowledge:* Demonstrates sufficient level of understanding and skill in required technical area.
- *Written Communication:* Expresses ideas in writing clearly, with correct grammar and spelling, and in a well-organised way.
- *Verbal Communication:* Express ideas orally with clarity, appropriate grammar, pace, and nonverbal gestures; listens effectively.

**ACKNOWLEDGEMENT**

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia, and that I will, at all times, promote and uphold the organisations core kaupapa, objectives and plans with integrity.

Signed: \_\_\_\_\_ Signed: \_\_\_\_\_

Employee: \_\_\_\_\_ GM VE / HR: Denise Emery

Date: \_\_\_\_\_ Date: \_\_\_\_\_